

The DEScriber

Leadership Champions Seeking to Improve DES Functions

By Gloria Diaz

Inside this issue:

Director's Column	2
Tech Talk	4
Top of The News	6
Retirements	10
Bragging Writes	11
Olympic Torch	12

In Brief

We value employees and strive to create organizational pride.

At the end of June 2001, the DES Executive Team participated in a two-and-a-half day leadership academy conducted by the American Public Human Services Administration (APHSA). PACE attended the academy in July. District Program Managers and others attended during the first week in December.

During the three day session, participants were asked to analyze how well the Department carries out the three primary leadership functions - *setting direction, setting boundaries, and establishing alignment*.

As a result of the initial analysis done by the Executive Team, four primary areas for improvement were identified. These are *communications, strategic planning, service integration and succession management*. Slightly more than 20 DES staff representing the divisions were selected to serve on workgroups to address each of these areas. These staff, known as Leadership Champions, have been tasked by the Director to identify "low-hanging fruit", quick fixes that can easily be implemented to help address their issue. They have also been tasked with developing long-term recommendations that will yield substantial improvements.

The following is a summary of the work done thus far by each of these workgroups:

Communications

The mission of the communication workgroup is to develop strategies to enhance DES' internal and external communication.

Some of the recommendations this workgroup is working on include the following:

- a plan to provide cellular phones and/or e-mail pagers to employees that travel or work in the rural areas;
- post information such as minutes of the Exec Team, PACE and District Quality Council meetings on the DES web site in addition to providing hardcopies where necessary;
- establish an on-going DES ALL message from the Director to all employees;
- establish an ongoing plan by the Director and Executive Team to make on-site visits to local offices;
- add features to the DEScriber to provide for more employees sharing of information and responses to concerns. These include a "Letter to the Editor" feature, "Ask About DES" and a "Dear Director" section;
- establish a public relations program at the district level to represent line staff views; and
- implement a Department-wide plan to

See *Leadership* | Page 3

Director's Column

By John L. Clayton

As we begin another year, it is helpful for us to refocus on our mission and goals, and to incorporate new and better strategies to accomplish objectives. Toward these ends, our Executive Team, PACE and Program Managers recently participated in a cutting edge leadership academy. The academy experience has helped us become more methodical in our thinking about our business and, most importantly, has provided us the tools for examining ourselves against the parameters of what constitutes a high performing organization. Staff representing all divisions will serve on workgroups that will address the areas for improve-

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ment that have been identified so far. These workgroups are known as the "Leadership Champions". In the coming months, you will be hearing more about the creative ideas and recommendations that have emerged from the leadership academy participants. Most importantly, it is my intention that every

employee in the department will have the opportunity to participate in this excellent training for in a high performance organization, everyone is a leader. I will keep you informed of our efforts to make this training available to you.

As you know,

DES has a strong tradition of

introducing innovative management technologies to help us achieve our complex business objectives. For example, we have developed an ongoing quality program, have counted on employee teams to redesign and improve our business processes, and have relied on key management indicators and performance data to guide us toward achievement of our goals and objectives. The recent leadership academy training served to augment these best practices by introducing a framework for what constitutes a high performing organization, a method for measuring where our organization ranks on a

performance continuum, and diagnostic tools and choices for helping us move forward. This latest management technology relies less on theory and more on action. I am excited about what this technology can do for us, and look forward to its application throughout DES.



"Alone we can do so little; together we can do so much."

-Helen Keller

Leadership from | page 1

have minimum hardware and standard software available so all employees have access to e-mail and the Intranet.

Strategic Planning

The vision of this workgroup is to develop a strategic plan that is proactive and innovative, provides clear direction and has the following characteristics:

- reflects community input and the values, principles, and the mission of DES;
- will be believed by employees at all levels;
- allows employees to understand how his/her job fits into the big picture;
- is a fact-based management tool that guides decision-making;
- ties to the budget with outcome-based performance measures; and
- is adaptable to changing circumstances.

Some of the recommendations this workgroup is working on include:

- develop an overview of strategic planning for managers and line staff;
- design a pocket-sized card to distribute to staff and stakeholders that contains the DES mission, vision, guiding principles, goals, and services;
- develop a strategic planning class that will be available to DES employees;
- develop a process to link budget and strategic planning more effectively.

Service Integration

The mission of the service integration workgroup is to identify current opportunities and to develop new opportunities to integrate services to our customers by

combining common data elements and services to streamline service delivery and increase customer satisfaction.

Their primary objectives are to:

- develop elements for common intake and sharing of common data elements to streamline service delivery to our customers.
 - develop linkages with programs within the agency and with other state agencies that affect the families we serve.
- Succession Management

Succession Management

The mission of this group is to develop recommendations for the implementation of an innovative leadership succession system within DES to ensure continuous quality leadership.

This workgroup has determined that more than 24% of DES staff at grade level 20 or above will be eligible for retirement within the next five years.

The succession management workgroup is working to develop:

- a process to identify and prepare future leaders for the opportunity to qualify for future leadership/management positions; and
- a leadership training/development system that will ensure the transfer of knowledge and experience from the current DES leaders to the Department's future leaders.

If you wish to learn more about the work being done by any of these workgroups, or to offer your input, ideas or suggestions, feel free to contact the Office of Organization and Management Development at: (602) 229-2700

**Setting
Direction,
Setting
Boundaries,
and
Establishing
Alignment.**

Tech Talk

Excel Options for Faster/Easier Data Entry



By Richard Porterfield

There are numerous additional features in Excel that make it easier for completing spreadsheets, copying data between worksheets, and quickly filling in cells.

List Options

Excel can fill a range of cells with related data such as days of the week and months of the year. If you haven't used it before, go ahead and experiment. Open up a blank spreadsheet and type January into a cell. Position the pointer (cursor) over the bottom right hand corner of the cell so it changes to a small plus symbol. Grab it with your mouse and start dragging it down or to the right. You will see February, March, etc. appear as you drag. When you let up on the left mouse button, the additional months that you selected (that appeared) will be entered in the highlighted cells. The process works whether you wish to start with January, June or December. Lists are already built for the months and days as well as their 3-character abbreviations (e.g., Jan, Feb, Mar... and Sun, Mon, Tue...).

You can also create your own lists (custom lists) for quick fill. For example, you can create a list of names (employees), counties, offices (divisions/programs) – any list that you would use repeatedly, in different spreadsheets and reports. There are two easy ways to create quick fill lists:

1. Select **Tools, Options...** and the **Custom Lists** tab. Type your list into the **List entries:** area, either each word (or phrase) separated by a comma or on its own line. Left-click on the **Add** button and your list is saved.
2. Type your list into a spreadsheet, highlight the list, and then select **Tools, Options...** and the **Custom Lists** tab. If you highlighted the list before going to the **Custom Lists** tab, then the cell locations of your list will be displayed in the **Import list from cells:** area. Left-click on the **Import** button and your list is saved.

Quick Fill

If you're still not totally impressed, let me show you some Data Fill options that can make short work of tasks like entering

consecutive numbers or year/date sequences. Again, in a blank spreadsheet enter the year 1950. Select the cell and use your mouse to locate the fill pointer (the plus symbol) in the bottom right of the cell. This time, instead of using your left-mouse button to drag it down or across the workbook, use your right-mouse button. The fill pointer will disappear, but the adjoining cells will be highlighted as you drag the mouse. When you let go you'll see a range of options, including ones to **Fill Series**, **Fill Formats**, **Fill Values**, and **Series**.

If you select **Fill Series**, the adjacent (highlighted) cells will be filled in with the consecutive years (e.g., 1951, 1952, etc.). However, if you select **Series...** (not **Fill Series**), you have the option to change the **Step value:** to 10, for example, and have the cells filled with 1960, 1970, 1980, etc.. This quick fill option works for the years as well as any sequence of numbers (1,2,3...or 10.0, 12.5, 15.0...).

The **Series...** option also is handy when using dates. For example, if you wanted each column to display consecutive weekend dates, then you would type the first weekend date in a cell, position the cursor to the bottom right hand corner of the cell for the fill pointer (plus symbol), right-click to drag and highlight those cells to the right, release the mouse button, select **Series...** and choose **Step value:** 7. Each cell will be formatted and filled in with the consecutive weekend dates.

More Options

There are numerous additional features in Excel that make it easier for completing spreadsheets, copying data between worksheets, and quickly filling in cells. My advice is to experiment – play! Every time I use one of Microsoft's Office suite products I learn something new. Try it yourself and if (when) you learn something new, write about it so that you too can be published in *The DEScriber*.

New Era of Communication

By Timothy McBride

The Division of Technology Services (DTS) Customer Service Support Center (CSSC) is comprised of the **Resolution Center (RC)**, Telecommunications (commonly referred to as T-Com), Configuration, and the Local Area Network (LANS) Unit. These units together create a one-stop shop for most of your computer support needs.

The RC serves as the primary Help Desk Operation for the majority of DES employees. There are a few exceptions, as some divisions and programs handle their user support internally. There are a total of 14 DTS employees that fulfill the staff requirements for the RC. There are eight RC Technicians and one Acting RC Supervisor who are primarily responsible for answering the calls and conducting triage techniques at intake and resolving problems with an 80% average closure ratio at first level. There are also three Dispatch Technicians and one Dispatch Supervisor whose primary responsibility is to accurately and efficiently direct the CSSC LAN and T-Com Technicians to the appropriate locations for supporting specific problems relating to networking, mainframe, and thin client connectivity. These technicians are also assigned via priority of the service request as well as proximity of the user's location.

The RC Manager has the overall responsibility for both of these groups. This manager also serves as a resource to the other managers of the CSSC. The RC Manager attends various DES meetings in order to ensure that the RC staffs are adequately informed of most operations and projects that are underway, as well as those being implemented in the future.

The implementation of the Dispatch Unit assignment to the RC Manager was initiated very recently. Previously, the Dispatch Unit was under the responsibility

of the T-Com Manager. At that time, the LANS Manager as well as the technicians were directly responsible for receiving ticket assignments and supporting users within their area of responsibility.

The primary software application for service request call tracking is the Remedy Action Request System. The CSSC uses this application to document all related information at intake with the RC. The T-Com and LANS technicians are also responsible for documenting any troubleshooting and/or solution techniques and resolutions that were applied to the particular problem. After the RC technician first submits the ticket to the appropriate Remedy workgroup, it is then the responsibility of that workgroup to further assign the service request to a specific technician whose area of responsibility is for the particular user or office location that is experiencing the problem. As indicated previously, some divisions and programs have their own internal user support system. For these programs, most problems are resolved prior to the RC receipt of the call.

The RC is open from 6:00 a.m. to 6:00 p.m., Monday through Friday. All calls are received at the numbers that most everyone has been given at one time or another, either during New Employee Orientation or Infrastructure. The two main phone numbers to remember and take down are 1-888-875-7144 (Rural) and 602-294-6609 (Metro). The RC can also be reached via email: resolutioncenter@mail.de.state.az.us or on the Global Address List of the Microsoft Outlook or Exchange client application software as *DBTS RESOLUTION CTR.

We hope to begin a new era of communication and we welcome your feedback. Please feel free to write: RCFeedback@mail.de.state.az.us.

**The RC
serves as the
primary Help
Desk
Operation
for the
majority of
DES
employees.**

Training Exchange

By Betty Waldrip

The Division of Developmental Disabilities and the Mesa Police Department will exchange training and informational sessions. The need came after a recent encounter between Mesa Police and a resident of a group home for individuals with developmental disabilities that resulted in the death of the individual. The outcome might have been different or at least less severe, if each side had better understood the other. Mesa Police Sergeant Michael Thompson will begin training District I Division management this month. He will address how police view a call to an emergency scene and how they are trained to respond. In exchange, Sheila Maguire Al-Musallam a DDD investigator will educate Mesa Police about individuals with developmental disabilities and how to access relevant resources, such as behavior or health professionals. She also will provide the addresses of group homes and any information about an individual that might be important for police to know prior to arriving on the scene, such as what might trigger an aggressive behavior or if an individual is nonverbal. This cooperative exchange is a positive step that DDD hopes to soon expand to include caregivers and interested parties statewide.

Bianca Varelas Receives Tucson's YMCA Annual Woman on the Move Award

Bianca Varelas, the Operations Administrator of the Child Support Services Division of the Pima County Attorney's Office received the Twentieth Annual Woman on the Move Awards sponsored by the Tucson YMCA.

Bianca Varelas provides the leadership for a staff of 140 professionals that secure child support money for custodial parents, most of whom are women. There are now 42,000 cases in the child support system. She firmly believes that it is the "superior" obligation of any parent to financially support their children. "It's fair, effective and right for a whole generation of children" she says. When child support is not received, it can devastate a family. She also believes child support is a crime fighting program, as statistics show that when children receive child support, they are 70% less likely to end up in the criminal justice system. She feels that if she does a great job, the children of Pima County will be "guaranteed a decent shot, a fighting chance" for success. This is no longer just a job it is her vocation. Congratulations.

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New Hire Reporting Update From The Division of Child Support Enforcement

New hire reporting is alive and well. Due to an employer compliance pilot that began in July 2001 the number of new hire reports received each month has increased by more than 6,000 per month. Since October 1, 1998, the Arizona New Hire Reporting program has produced the following results:

New hire reports received	4,250,556
New hire hits	266,738 (6.3%)
Collections	\$17,486,980

Quality Counts

All Customers Are Not Created Equal

By Gloria Diaz

American culture is built on the belief that all people are created equal. In fact, you may recognize these words from the U.S. Declaration of Independence: *"We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness."*

When dealing with our customers, we try to honor this belief of equality. We try to give exceptional customer service to all of our customers. But, all of our customers are not created equal! Our customers have different abilities. Some of our customers may be visually impaired, others may be hearing impaired, while yet others come to us in wheel chairs and on crutches. Some of our customers come to us unable to speak English.

What is the appropriate way to treat our customers that are differently abled? Like a person. Like a person. Like a person!

Too often when dealing with persons with disabilities, many of us don't know how to behave. Sometimes it's because we are

uncomfortable. Other times it's because we are trying too hard to be helpful. Have you ever done any of the following, or have you ever seen someone do any of the following: 1) when dealing with a customer in a wheel chair, speak with the person's driver or attendant rather than with the customer him/herself? 2) when dealing with a visually impaired customer, take the customer's arm to assist him/her find their way around the office, instead of offering your arm and allowing the person to accept it or decline? 3) when dealing with someone who is hearing impaired, and has an interpreter, spoken directly to the interpreter rather than to the customer?

If the answer to any of the above scenarios was yes, then you witnessed or were a party to a customer with a disability receiving less than the excellent customer service all our customers deserve.

Remember that all customers are not created equal, but all of our customers deserve to be treated with equal courtesy, dignity and respect.

Look for information on a new series of classes on customer service to be offered soon by the Office of Organization and Management Development.

American culture is built on the belief that all people are created equal.

The 2001 State Employees Charitable Campaign

By Barbara Ruddy

The 2001 State Employees Charitable Campaign (SECC) was a tremendous success! At a recent celebration, DES received an award for running a campaign that raised over \$318,000 and had a 5% increase in the numbers of both Leadership Givers (people who pledge \$1,000 or more) and SuperGivers, those who pledge at least one hour of their salary each pay period. Every contribution makes a difference in someone's life and over 3,000 DES employees pledged money to support the human service agencies that serve the families in Arizona.

This fund raising campaign requires extra work and lots of energy. Each of the Division Coordinators and their team of assistants help in this campaign because they know that each one of us can give a hand and touch a heart to make a difference! Under the leadership of **Julie Rioux** and **Barbara Ruddy**, the Division Coordinators made sure that each DES employee learned about the campaign, had the opportunity to complete a pledge card or participate in one of the "FUN" raising events that were organized to raise some extra money. This year there were car washes, bake sales, a really colorful balloon bouquet event, Navajo Taco Sales, two book fairs and many more great activities to raise dollars for the campaign agencies.

■ Director's Office/Division of Policy & Program Development – **Connie**

Slusser

□ Division of Business & Finance –

Rebecca Pruitt

■ Division of Technology Services – **Karen**

Herndon

□ Division of Employee Services &

Support – **Emily Cantelme**

■ Division of Developmental Disabilities –

Andrea Childs

□ Division of Benefits & Medical Eligibility

– **Nancy Rossano**

■ Division of Children, Youth & Families –

Sherrie Gibbons

□ Division of Employment & Rehabilitation

Services – **Theresa Sumner**

■ Division of Aging & Community Services

– **Martha Dennler**

□ Division of Child Support Enforcement –

Bertha Arenas

A special thank you to **Peggy Beckett**, for her administrative support, **Josie Borunda** for her data input and support, **Jose Pineda** for database support and **Margo Hampton** for her creative artwork and thank you notes.

Thank you again for your support and contributions. Once again, you have demonstrated that the DES employees are people who understand the community needs and step up to address them!

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Moving Towards Service Integration

By George Thorne

On October, 2001, David Laster the program administrator for the Employment Services Administration (ESA) and Skip Bingham, the program administrator for Rehabilitation Services Administration (RSA) signed a Memorandum of Understanding (MOU) between their administrations. This sign up was a culmination of their leadership initiatives and hard work, commitment and dedication on the part of many people within those two programs.

The agreement is intended to enhance cooperation and collaboration between RSA and ESA in providing services to employers

and in enhancing access to employment opportunities by persons with disabilities, especially for those individuals who are clients of both programs.

This is a dynamic agreement and it will anticipate enhancements and modifications as we move forward. Both administrations feel strongly that both employers and persons with disabilities within the State of Arizona benefit from close collaboration and coordination between the RSA and ESA in

terms of meeting employer needs for qualified staff and meeting the needs of persons with disabilities for quality employment.

The five areas of collaboration are:

1. Statewide Employer Services
2. Electronic Referral for RSA Consumers
3. Mutual State Level Consultation
4. District Level Cooperation and Collaboration
5. Evaluation of the Impact of the agreement



David Laster and Skip Bingham signing the MOU

The RSA/ESA Employer Services Team is currently comprised

of: Ed House, Jozef DeGroot, Timm Farnsworth, William (Bill) Hafner, Jim Bruzewizki, Sally Werner, Barbara Warren, Lanny Branch, Suzanne Ledy and George Thorne.

Both program administrator will be meeting with management staff throughout the state to discuss the agreement. One joint project that this group is currently working on is a combined RSA/ESA program promotional brochure and video.

The agreement is intended to enhance cooperation and collaboration between RSA and ESA

Career Achievements

20 years:

Paula J. Beeson, DERS; Joann C. Brown, DACS; Judy K. Culbertson, DDD; Sandra L. Duffy, DDD; Barbara Martinez, DDD; Emma L. Reeves, DERS; Margaret L. Stanton, DCYF; Martha R. Chavez, DACS; Elaine C. Fitzsimmons, DCYF; Sue E. Hahn, DDD; Ernestina R. Madrid, DDD; Kathleen S. Reese, DBME; Orlando Sanchez, DERS; Marylita Upshaw, DCSE; Mary Burbank, DBME; Michael J. Desy, DERS; Edward Granillo, DCSE; Jeffrey P. Heward, DDD; Judith A. Lopez, DERS; Maxine R. Piper, DO/DPPD; Helen D. Richardson, DBME; Sandra A. Shirley, DERS; Jeffrey Siegel, DERS; Dennis D. Stevenson, DACS; Daniel Tafoya, DERS; Diana R. Valdez, DDD.

25 years:

Richard L. Anderson, DBME; Robert L. Ballard, DDD; Janie M. Delsi, DDD; Eva M. Grizzard, DACS; Drummond K. Haverstock, DERS; Michael A. Lehw, DDD; Phillip L. Rhodes, DDD; Bernice M. McLean, DBME; David A. Rasey, DDD; Charles W. Bouchard, DTS; Nora L. McColl, DERS; Joe A. Salazar, DDD.

30 years:

Betty Braucher, DERS; Jimmy D. Childers, DDD; Carole G. Cordes, DERS; Nora N. Kruse, DERS; Jerome P. Murphy, DDD; Merry A. Davis, DDD; Jozef DeGroot, DERS; Frank R. Johnson, DERS; Julie G. Johnson, DBME; Robert E. Manor, DBME; Belva J. Stites, DCYF; John Corral, DBME; Thomas A. Payson, DERS; Marilyn Switzer, DERS.

35 years:

Alice O. Martinez, DDD; L. E. Powers, DERS.

Retirements

Dian M. Albright	DDD	19 years of service
Michael Koppelman	DO/DPPD	28 years of service
Laura Wilson	DO/DPPD	15 years of service
David Wojtowicz	DDD	23 years of service
James Anderson	DERS	34 years of service
Richard F. Grannis	DERS	31 years of service
Kathy McQueen	DERS	10 years of service
Donald A. Petty	DCYF	23 years of service
David Abbott	DCYF	24 years of service
Teresa Bass	DCYF	05 years of service
Jim Childers	DDD	30 years of service
Celia Mobley	DERS	13 years of service
Jacqueline Monville	DCYF	16 years of service
Shirley I. Patane	DCSE	22 years of service
Jean Summers	DERS	21 years of service
Barbara Stone	DBME	21 years of service
Nilawan Trevino	DBME	11 years of service
Steven A. Woolston	DBME	35 years of service
Jesse Ary	DDD	25 years of service
Tony A. Smith	DERS	10 years of service

2001 Child Care Customer Satisfaction Survey

The Child Care Administration (CCA) recently conducted its annual customer satisfaction survey. The survey was randomly mailed to approximately 3,300 families who were eligible for and had received child care services from DES.

CCA's level of customer satisfaction remains high with 92% of the responses indicating that overall, the DES Child Care Program was either excellent or good. Other key findings of the survey were:

- 87% of the respondents indicated that they agreed or strongly agreed that they were satisfied with the provider that cares for their children.
- Customers cited the following main reasons for using their child care provider: Quality: 38%; Location: 24% and Cost: 19%.
- Customers indicated that they learned about DES Child Care from a: relative, friend or neighbor: 38%; DES employee: 23%; Child Care Resource & Referral: 13%; Child Care provider: 13%.

For more information on the survey, contact Tony Zabicki at: (602) 542-2568 or email at: tzabicki@mail.de.state.az.us.



To the Division of Child Support Enforcement, Phoenix

"Several years ago, I went through a divorce. I was awarded child support for my two teenage sons. I went to the child support office, filled out the paperwork and was quickly seen by one of the case workers. Several months went by, then one day a check arrived in the mail. I am very grateful for the help the child support office has given me. It has helped me clothe and feed my sons. I work two jobs to put food on the table. Having the child support has made it easier on me and allows me to spend more of my time with my children. Thank you so much for helping me get the money my children deserve. It has made a big difference. Thank you all."

D.F.

To Brenda Sharkey, Division of Benefits and Medical Eligibility, Phoenix

"I would like to recognize and express our sincere appreciation to Brenda for her outstanding assistance, compassion and caring attitude during the past few months. Aside from her obvious highly skilled technical knowledge, her compassion, coupled with her friendly and caring demeanor truly ranks among the finest customer service skills I have ever experienced. Please allow my family and I to express our sincere and heartfelt appreciation to this outstanding lady, your directorate and to those of you who have the good fortune of having her on your truly professional team. The support and assistance provided by Brenda cannot be adequately described in words."

J.C.C.

To Andy Anderson, Division of Children, Youth and Families, Sierra Vista

"Thank you so much for the very interesting and informative presentation about CPS you recently made to my Introduction to Social Welfare/Social Work classes on the Douglas and Sierra Vista Cochise College campuses. I appreciate the thorough preparation that went into the information you brought, not only about the agency as a whole but about the process of applying for employment through the state. For these intro classes the case examples you brought for discussion was a great learning tool. Your presentation helped to begin to clear up some of the confusion that exists. Thanks again for taking the time to come to my classes."

S.T., MSW

To Linda Jeglum, Division of Benefits and Medical Eligibility, Peoria

"I would like to let you know how much I appreciate your help. My family and I want to thank you so much for all that you did for us. People like you hold a special place, that's why you mean so much to me. People such as yourself who give each day that you live, add a bright and glowing touch. People whose hearts know the lovely art of kind deeds cheerfully done, fill the world with grace and make it a place that's nicer for everyone. Thank you for all you've done, it is appreciated."

The Arizona Department of Economic Security is dedicated to promoting the well-being and self-sufficiency of individuals and families through the delivery of quality integrated services.

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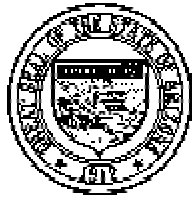
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TTY: Arizona Relay Service
1-800-367-8939



Arizona Department of Economic Security



Jane Dee Hull, Governor
John L. Clayton, Director



Dr. Michael Ward with the Olympic Torch in front of the DES office complex in Phoenix.

Governor's Council on Developmental Disabilities Director Carries Olympic Torch

Dr. Michael Ward Executive Director of the Governor's Council on Developmental Disabilities was chosen to participate in the Olympic Torch Relay on January 13, 2002.

Dr. Ward has cerebral palsy and is a wheelchair user. He was chosen as one of the fifty torchbearers from the Valley to carry the flame. These participants were chosen from among

thousands of nominees for their embodiment of the Olympic spirit and ability to inspire others.

January 13th was also a special day for Dr. Ward, it was his 51st birthday.